


<p>UN3308 1 of 3 24/05/2023</p>	<p>Electronic Staff Record Programme <b>USER NOTICE</b></p>	
<p><b>Title</b></p>	<p>Merge May 2023 and Release 57 3 0 0 - Notification of Downtime</p>	
<p><b>Purpose</b></p>	<p><b>To inform users of planned ESR downtime for a Merge &amp; Release</b></p>	
<p><b>Intended Audience</b></p>	<p><b>All ESR &amp; DW Users</b></p>	

**SUBJECT**

Users are advised that the ESR Production Service, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be withdrawn at 18:00 on Friday 26<sup>th</sup> May 2023, in order to carry out a Merge and Release 57.3.0.0.

**DETAIL**

Release Notices detailing the content of R57.3.0.0 will be issued later this week.

The period of downtime is estimated to be 52 hours and the Service is expected to become available by 22:00 Sunday 28<sup>th</sup> May 2023. Users are asked to note that this period of downtime is less than was previously communicated in UN3299.

The period of downtime for the ESR Hub is estimated to be 5 hours and it is expected to become available by 23:00 on Friday 26<sup>th</sup> May 2023.

Users are asked to note the 18:00 closure time for the on-line Service on Friday and co-operation is requested to ensure that all Users are logged off by 18:00.


Users are also advised that the ESR batch queues will be held from 16:00 on Friday to ensure that no batch work is running when the service is withdrawn at 18:00.

**Please Note:**

Any pay-related jobs that need to complete before the system closedown at 18:00 must be submitted well in advance of the 16:00 cut-off in order for them to be completed by 18:00. This includes payroll, prepayments, print pay advice, RTI Processes and transmit BACS.

To ensure that jobs are completed by 18:00, and therefore the period of downtime is not unnecessarily delayed, there will be active management of related queues from 10:00 on Friday that may result in processes showing as 'Inactive No Manager'. If a process must be run and complete before the downtime period commences, please raise an appropriate 'Report an Issue' P3 SR detailing the Request and reason for the request to be released so this can be reviewed and assessed.

Users are advised not to submit jobs to run "as soon as possible" before 16:00 on Friday that might be expected to run past 18:00, but to schedule these to run after the advertised downtime is complete. Any jobs which are still running at 18:00 on Friday will be aborted to ensure that the merge and release can be deployed within the downtime window.

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### ESR BI REPORTING DATA

Whilst the BI reporting solution will be available on Tuesday 30<sup>th</sup> May 2023, the data may not be up to date. An anticipated schedule of data availability in ESR BI is provided below:

- [Tuesday 30<sup>th</sup> May, Wednesday 31<sup>st</sup> May and Thursday 01<sup>st</sup> June 2023 – data will be as at 18:00 on Thursday 25<sup>th</sup> May 2023.](#)
- [Friday 02<sup>nd</sup> June 2023 - data will be as at 18:00 on Sunday 28<sup>th</sup> May 2023.](#)
- [Monday 05<sup>th</sup> June 2023 – data will be as at 18:00 on Sunday 04<sup>th</sup> June 2023.](#)

These timelines are based on current estimates, however if the anticipated schedule changes, an updated schedule will be provided in a user notice with updated information. If no additional notice is issued, users are advised to work to this schedule.

### ACTION REQUIRED

Organisations are advised to ensure that they internally communicate the downtime to all Self Service and Learning users.

Processes submitted on Friday that are expected to take several hours to run should be scheduled to run after the advertised downtime completion time.


For processes that are required prior to 18:00 on Friday but are showing 'Inactive No Manager', raise an appropriate 'Report an Issue' P3 SR detailing the RequestId and reason for request to be released.

[The service will be temporarily available for periods on Saturday 27th May 2023. This is to allow the impacted organisations to perform necessary post merge checks.](#)  
[Users should be aware that while the service may appear to be available during this time it is intended to be used only by the merging organisations and will be withdrawn without notice should this become necessary.](#)

**We therefore strongly advise all users not to access the Production system until the stated end of the downtime period.**

### FURTHER INFORMATION

ESR, e-Learning, ESRBI, ESR Data Warehouse, ESR Portal and TRS will be unavailable during this period of downtime.

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The TRS, ESS over the internet and ESR Portal services will display maintenance pages. The NHS ESR Hub will be unavailable for a period of approximately 5 hours from 18:00 to 23:00 on Friday 26<sup>th</sup> May 2023. After this period and for the remainder of the downtime window, although users will not be able to login it is anticipated that the NHS ESR Hub will be available allowing users to browse content including viewing the latest two payslips.

**NEXT UPDATE**

None